Error codes C00D11E2, C00D1334, or 80190190 occur when you try to buy or play content from Zune Marketplace

> **Note** The Zune service and Zune Marketplace were discontinued on November 15, 2015.

You receive one of the following error codes when you try to sign in to your Zune account, buy or play content from the Zune Marketplace, or use Zune software:

C00D11E2

C00D129B

C00D1334

C00D1338

C00D1374

C101000B

80190190

This might be because you're trying to stream or download content from the Zune Marketplace or update the Zune service, both of which have been discontinued.

How to resolve the issue

Collapse all

Solution

Check the Microsoft forums for help from community members:

- https://answers.microsoft.com

Did this resolve the issue? Yes No

Still need help?

Request a call, chat online, and more.

Contact us

Contact times (Pacific Time)

Phone support
Monday to Friday: 6:00am-5:00pm
Saturday to Sunday: 6:00am-5:00pm

Web chat
Monday to Sunday: 24 hours a day

Disability answer desk

Accessible help and resources to get your Xbox questions answered.

Get answers

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